

High Sick Leave Consumption Information Technology



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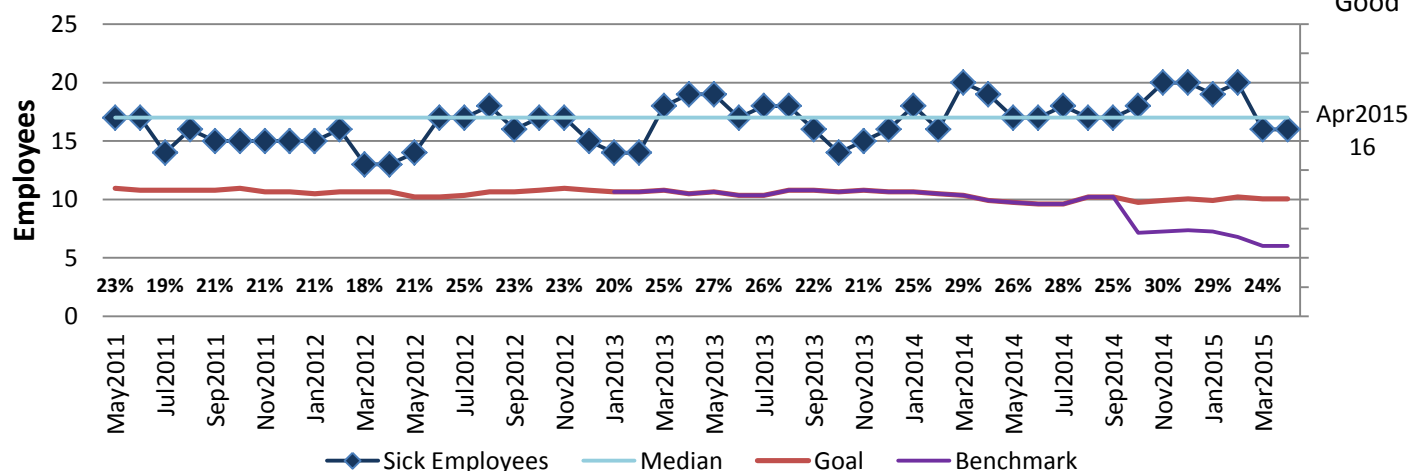
Process: Sick Management

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: CY12, 16 Employees Per Month Goal: Reduce the number of employees with high sick leave consumption to ten or fewer (15%) Benchmark: 9% LMG Top Quartile Oct2015	Data Source: Payable Time Peoplesoft Goal Source: Scope Summary Benchmark Source: OPI sick leave study	Plan-Do-Check-Act Step 4: Generate and prioritize potential solutions Measurement Method: # of employees who used 9 or more out of 12 sick ¹ days in a 12 month period; rate calculated by dividing by total employees Why Measure: Promote a culture in which sick time is used appropriately Next Improvement Step: Continue working with employees to code leave as FMLA where warranted. Continue coaching efforts for employees with high sick which is not FMLA.

How Are We Doing?

May2014-Apr2015 12 Month Avg Goal	May2014-Apr2015 12 Month Average		Apr2015 Goal	Apr2015 Actual	
10	18		10	16	
Employees	Employees		Employees	Employees	

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The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.